



Glebe Neighbourhood Activities Group

175 Third Ave. Ottawa ON K1S 2K2

613-233-8713 info@gnag.ca

GNAG Administrative Assistant and Customer Service

Reports to: Clare Davidson Rogers Office Manager

Job Summary:

This role is responsible for effectively managing the reception area and providing a broad range of administrative support to GNAG.

Customer Service:

- Provides a welcoming environment for GNAG staff and instructors and members of the public
- Receives and responds to customers' enquiries in person, or by telephone or by email in a friendly, professional and expedient manner
- Analyzes requests, provides information requested or ascertains who can best provide the information, and routes the request to the proper person while maintaining confidentiality

Administration:

- Tackles administrative problems and implements process solutions
- Manages and processes daily mail
- Includes data entry, word processing, photocopying, scanning, faxing, mailing, filing while keeping information organized and accessible
- Helps maintain up-to-date contact lists for all staff, instructors and volunteers.
- Handles daily cash and transaction reconciliation
- Ensures that office space, including foyer, is kept clean, organized and free of hazards
- Acts as a liaison with building maintenance for related matters and follow up on maintenance requests
- Ensures ongoing general equipment maintenance
- Helps maintain adequate office and general supplies
- Adheres to the organizational health and safety policies and practices long with the Ontario Occupational Health and Safety Act. This includes but is not limited to ensuring safe workplace practices, protecting the health and safety of themselves and others and maintaining cleanliness in the workplace
- Ensures supervisors and colleagues are well informed
- Performs other allied duties as assigned by supervisor or management team

Other Duties:

- Communicates with staff regarding tutoring, birthday parties, equipment rental requests in a timely manner and make necessary room booking and set-up arrangements, as required
- Ensures program rooms have been organized, cleaned, prepared and ready for daily meetings; order and/or prepare meeting refreshments as required (moving furniture and equipment)

Experience and Requirements:

- One (1) years' experience in customer service.
- First Aid – CPR C
- AODA (Accessibility for Ontarians with Disabilities Act)
- Knowledge and ability—English and grammar.
- Ability to compose correspondence.
- Professional telephone manner
- Computer literate and ability to learn quickly (Microsoft Office and Adobe Photoshop an asset)
- Ability to handle pressure well and maintain a positive, calm attitude.
- Flexible nature - ability to respond to change.
- Physically able to move furniture, climb stairs, lift heavy objects
- Flexible work schedule

Education:

- University Degree
- or College Certificate
- or 3 years relevant experience

Rate of Pay and Hours:

- \$14.25 – 17.00 per hour
- Between 10 - 12 hours per week (primarily weekend day time hours however weekday day time may be optional)

Application Deadline: Wednesday, October 19, 2018

Please include:

- Cover letter and resume (please include your availability)
- Copies of certifications and current Police Record Check

Attention to: Office Manager, Clare Davidson Rogers clare@gnag.ca